

John B. Troost, 2nd Vice President
LA County Commission on Disabilities

Subject: 11-16 LACCoD Meeting - ASI Monthly Report for the Board Meetings held on October 24, 2016

Item # 4. The October Superior Service Award, was given to Naomi Mejiaa, a Dispatcher for Diversified Transportation in Lancaster.

Item # 6. Michael Conrad, was introduced as he took over as the new Chairperson, of the Community Advisory Committee (CAC) and replaced Chaplin Dov Cohens' seat as CAC's representative to the Board. He thanked Chaplin Cohen for his year of service on the Board and the year of service as CAC Chair. He said that Director Deloris was present at this months' meeting. Mr. Alex Christman, an ACCESS Road Safety Supervisor, then presented a plan to change and improve Access waiting stands or areas.

Item # 7. There were three Public Comments, the first two, were regarding the driver approach to people with partial sight or blindness. The third comment was a myriad of complaints pertaining to attending Access public meetings with adequate considerations being acknowledged, ie., free trips as advertised, and advoding last minute public meeting cancellations or meeting location changes.

Item # 8. Items on the Consent Calendar for October were: a) Consideration to Extend Term and Increase Funds - Telecommunications Consulting Services Contract; b) Consideration to Amend Scope of Work for Eligibility Determination Services Contract; c) Consideration to Approve Severance Policy; d) Consideration to Approve Renewal of Agency Insurance Policies for 2016-2017; e) Consideration to Approve Service Provider Scope of Work and Rate Changes - Emergency Operations; f) Consideration to Approve Equal Employment Opportunity (EEO) Plan; and, g) Consideration to Approve Title VI (Non-Discrimination) Plans. Of these seven items only two were passed without discussion, the rest finally passed after clarification by Staff.

Item # 9. This was an informational and discussion agenda item only and led by Mr. Eric Haack regarding updating Title VI which will encompasses plans to include in a report to FTA's Office of Civil Rights, are Access' efforts to provide services in a non-discriminatory manner. This includes race, color, or national origin and making sure that no one is excluded or denied any services that receive federal assistance. The elements that Mr. Haack will have to follow are; a) Approval of Agency Title VI Policies by Access Board of Directors; b) Notification of Customers of Protection Under Title VI; c) Requirement to Develop Title VI Complaint Procedures and Complaint Form; d) Requirement to Record and Report Transit-Related Title VI Investigations, Complaints and Lawsuits; e) Requirement to Record Minority Representation on Planning and Advisory Boards; f) Requirement to Monitor Sub-recipients.

Item # 10. Director De Vera asked that the Board have a discussion concerning the Eligibility Determinations and Appeals process as an informational agenda item. Geoffrey Okamoto and David Foster gave an overview of the Eligibility process a) Unrestricted – granted to persons who appear to be unable to independently perform transit skills necessary to board, ride, disembark and navigate public fixed route. While they may be able to occasionally use regular transit, their overall transit skill functioning is limited which prevents them from effectively utilizing fixed rail and bus services. B) Restricted – granted to persons who appear to be able to independently perform transit skills necessary to board, ride, disembark and navigate public fixed route bus service, but are prevented from using public fixed route service due to a specific functional barrier. C) Temporary – granted to persons who appear to be unable to independently perform transit skills necessary to board, ride, disembark and navigate public fixed route services, but the condition or circumstance(s) leading to eligibility is reasonably expected to change within a specifically determined time frame of 18 months or less. D) Not Eligible – granted to persons who appear to be able to independently perform transit skills necessary to board, ride, disembark and navigate public fixed route services. It was also noted that C.A.R.E. Evaluators had conducted nearly 72,000 evaluations which includes, in-person evaluations which includes all new applicants, existing, unrestricted, restricted, and temporary who have reported changes in their conditions. This number also includes Auto Renewal paper recertification evaluations, in-person evaluations including new and existing riders that have indicated changes in their condition, and automatic renewals.

There was also a discussion of a trend concerning people who, wanted Access Eligibility to obtain an Access ID card mainly to use the fixed-route transit system free of charge. During May, June, and July Access conducted a statistical review of eligibility files to assess the quality and accuracy of the evaluations at C.A.R.E. and found that determinations that were done were fair and appropriate based on the riders' self-reported use of the fixed route system as noted in the riders' file.

Item 12. This is just an announcement of upcoming meetings:

- a) November 14th Board Meeting at METRO (I will have that report at the December 21st Meeting.)
- b) November 28th Annual Membership Meeting at the California Endowment Center
(I will have that report at the December 21st Meeting.)
- c) December 12th Board Meeting at METRO (I will have that report at the December 21st Meeting.)

Item 13. The Interim Executive Directors Report was just a couple of remarks to thank Chaplin Dov Cohen for his service to the Board for his representation as Chair of the Community Advisory Committee. Then welcome his successor, Mr. Michael Conrad as the new Ex-Officio Board Member. Mr. Colaiace then spoke very enthusiastically about the Annual Access Awards Luncheon and Congratulated Mr. Burns again for receiving the Chairpersons Award.

Item 14. Board Member comments. All of the Board Members welcomed Mr. Conrad to his Ex-Officio Seat on the Board representing the CAC. Director DeVera also thanked Renee' Madera, a rider that has continually attended and has been bringing the same issues month to month with no results to resolve her issues. She asked staff to take more time with her to resolve her concerns. Then it was my turn, which I concurred with Director DeVera, but I also suggested that a Part A to the Public Comment Agenda Item (each month). This would allow the Board to hear from Staff how issues were resolved and here from the rider to make sure of complete satisfaction.